

# Service Level Metric Data

## Service Level Metric 3.0

### Response Time - High

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Response Time (%)					100.0%	100.0%	100.0%						
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

## Service Level Metric 3.1

### Response Time - Medium

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Response Time (%)					100.0%								
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

## Service Level Metric 3.2

### Response Time - Low

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Response Time (%)					100.0%	100.0%							
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

## Service Level Metric 3.3

### Resolution Time - High (Complex)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)							0.0%						
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

## Service Level Metric 3.4

### Resolution Time - Medium (Complex)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)													
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

## Service Level Metric 3.5

### Resolution Time - High (Content)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)													
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

# Service Level Metric Data

## Service Level Metric 3.6

### Resolution Time - Medium (Content)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)													
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

## Service Level Metric 3.7

### Resolution Time - High (Simple)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)					100.0%	100.0%	50.0%						
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	100.0%	100.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

## Service Level Metric 3.8

### Resolution Time - Medium (Simple)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)					100.0%								
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

## Service Level Metric 3.9

### Resolution Time - Low (Simple)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)					100.0%	100.0%							
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

## Service Level Metric 3.10

### Service Reporting Delivery

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Service Reporting Delivery (day)													
Green Target (Calendar Day)	7	7	7	7	7	7	7	7	7	7	7	7	7
Data Quality													
Color Trend		0	0	0	0	0	0	0	0	0	0	0	0

Current  
Targets

7  
8  
9

## Service Level Metric 3.11

### Resolution Quality

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Quality (%)													
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

# Service Level Metric Data

## Service Level Metric 3.12

### Help Desk Accuracy

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Accuracy %					100.0%	100.0%							
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality													
Color Trend		0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current  
Targets

>=90%  
85% to 90%  
<=85%

## Help Desk Metric 3.13

### Request Vol. (Info.Only)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Number of Requests					7	9	8						
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100
Data Quality													
Color Trend		0	0	0	7	9	8	0	0	0	0	0	0

Current  
Targets

100  
150  
>150